

## List of OAAS-Required Training

<b>Training Requirements</b>		
<p><b>All training requirements as delineated in the RFP are required for appropriate staff. Requirements are not limited to those noted in this table.</b></p>		
Staff Requiring This Training	Required training	Notes
Key staff, supervisors, Call Center Staff, LOCET Staff and MDSHC Assessors,	Introduction to DHH and the OAAS Department Overview of the programs administered by OAAS	Expected duration: 3 hours
Call Center Information and Referral (I & R) Staff	Appropriate and accurate I & R processes MEDS functionality and processes NVRA process and data input OPTS Overview	Expected duration: 3 hours  Expected duration: 2 hours
Call Center Staff Performing LOCET screening	LOCET overview Performance of LOCET interview  OPTS overview and practice inputting LOCETS	Expected duration: 1 hour Expected duration: 4 hours  Expected duration 3 hours
MDS-HC Assessors	MDS-HC Certification Training Use of TeleSys for MDS-HC input and analysis Plan of care development Documentation required Use of TeleSys for input of plan of care data NVRA Rights & Responsibilities Responsible Representatives Legal Requirements/Forms	MDS-HC Expected duration: 2 classroom days 3 field days Certification exam 1 hour Plan of Care Expected duration: 2 days Exam 1 hour NVRA Expected duration: 2 hours Responsible Representatives/Legal Requirements Expected Duration: 1 hour

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Staff Requiring This Training	Required training	Notes
Appeals Coordinators	<ul style="list-style-type: none"> <li>Overview of appeals processes</li> <li>Completion of the Summary of Evidence (SOE)</li> <li>Stamping, merging SOE and other documents to appropriate SharePoint site</li> <li>Listen in on hearings</li> <li>Participation in appeal hearings</li> </ul>	Expected Duration: 8 days

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